



PATENT

I hereby certify that on the date specified below, this correspondence is being deposited with the United States Postal Service as first-class mail in an envelope addressed to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

January 8, 2007 Ayesha J. Shaikh
Date

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/825,296 Confirmation No. : 4064
Applicants : Simon Jacobs, John Thomas and Rob Anthony
Filed : April 2, 2001 Attorney Docket No.: 500743.01
Art Unit : 3623 Customer No. : 27,076
Examiner : Andre D. Boyce
Title : ORDER SCHEDULING SYSTEM AND METHOD FOR SCHEDULING
APPOINTMENTS OVER MULTIPLE DAYS

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

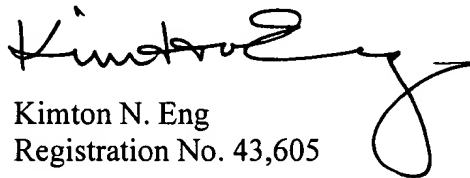
In accordance with 37 C.F.R. §§ 1.56 and 1.97 through 1.98, applicants wish to make known to the Patent and Trademark Office the references set forth on the attached form PTO-1449 (copies of the cited references, as required under 37 C.F.R. § 1.98, are enclosed). Although the aforesaid references are made known to the Patent and Trademark Office in compliance with applicants' duty to disclose all information they are aware of which is believed relevant to the examination of the above-identified application, applicants believe that their invention is patentable.

I hereby certify that no item set forth on the attached form PTO-1449 was first cited in a communication from a foreign patent office in a counterpart foreign application, and, to our knowledge, after making reasonable inquiry, no item of information set forth on the attached form PTO-1449 was known to any individual designated in 37 C.F.R. § 1.56(c) more than three months prior to the filing of this Supplemental Information Disclosure Statement.

Please acknowledge receipt of this Supplemental Information Disclosure Statement and kindly make the cited references of record in the above-identified application.

Respectfully submitted,

DORSEY & WHITNEY LLP


Kimton N. Eng
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KNE:ajs

Enclosures:

Postcard
Form PTO-1449
Cited References (11)

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FORM PTO-1449
(REV. 7-80)U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.
500743.01APPLICATION NO.
09/825,296

INFORMATION DISCLOSURE STATEMENT

(Use several sheets if necessary)

APPLICANT(S)

Simon Jacobs et al.

FILING DATE

April 2, 2001

GROUP ART UNIT

3623

U.S. PATENT DOCUMENTS

| *EXAMINER INITIAL | | DOCUMENT NUMBER | DATE | NAME | CLASS | SUBCLASS | FILING DATE IF APPROPRIATE |
|----------------------|----|-----------------|----------|-------------------|-------|----------|-------------------------------|
| | AA | 5,590,269 | 12/31/96 | Kruse et al. | 395 | 209 | |
| | AB | 5,764,953 | 06/09/98 | Collins et al. | 395 | 500 | |
| | AC | 5,774,661 | 06/30/98 | Chatterjee et al. | 395 | 200.33 | |
| | AD | 6,484,036 B1 | 11/19/02 | Sorkin et al. | 455 | 508 | |
| | AE | 2001/0029499 A1 | 10/11/01 | Tuatini et al. | 706 | 47 | |
| | AF | | | | | | |
| | AG | | | | | | |

FOREIGN PATENT DOCUMENTS

| | | DOCUMENT NUMBER | DATE | COUNTRY | CLASS | SUBCLASS | TRANSLATION | |
|--|----|-----------------|------|---------|-------|----------|-------------|----|
| | | | | | | | YES | NO |
| | AH | | | | | | | |

OTHER PRIOR ART (Including Author, Title, Date, Pertinent Pages, Etc.)

| | | |
|--|----|---|
| | AI | Bisio, R. et al., "Effective Resource Scheduling in Work Force Management Context for Telecommunication Work Centers", Torino, Italy, CPAIOR, 1999. Five pages. |
| | AJ | Collins, J.E. et al., "Automated Assignment and Scheduling of Service Personnel", IEEE Expert, April 1994. pp. 33-39. |
| | AK | Guido, B. et al., "Work Force Management (WFM) Issues", Network Operations and Management Systems, IEEE 1998. pp. 473-482. |
| | AL | Jing, J. et al., "WHAM: Supporting Mobile Workforce and Applications in Workflow Environments", Research Issues in Data Engineering, RIDE 2000, February 2000. Eight pages. |
| | AM | Lesaint, D. et al., "Dynamic Workforce Management", The Institution of Electrical Engineers, IEE Colloquium on AI for Network Management Systems, 1997. pp. 1-5. |
| | AN | Lesaint, D. et al., "Dynamic Workforce Scheduling for British Telecommunications plc", Interfaces, Vol. 30, No. 1, January-February 2000. pp. 45-52. |

EXAMINER

DATE CONSIDERED

* EXAMINER: Initial if reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).